

# Brookfield-LaGrange Park School District #95 Buildings and Grounds Department

## WORK ORDER PRIORITIES

1/02/13

The Buildings and Grounds Department, giving highest priority to items that affect the health and safety of the building occupants, have established an order of priority for all work requests and will objectively prioritize these requests according to the nature of the request or problem.

**Work Order Priorities are Numbered from 1 – 5.** Here are some examples:

### **Priority 1 - EMERGENCY:**

Emergency work orders take priority over all other work and require immediate action to address situations that present **imminent** or **immediate** danger to life, health, safety, security, or operational damage to buildings, equipment or property. These work order requests are typically communicated via telephone or radio due to the need for an immediate response and seldom through the CMMS. Evaluation and response time during working hours is immediate and within 2 hours during non-duty hours, with completion normally within 24 hours. Priority 1 Emergency Work Orders include, but are not limited to the following:

1. Smoke or natural gas smell in facility;
2. A serious and/or obvious threat to a student or staff members health or safety;
3. Loss of electrical power throughout entire facility;
4. Loss of water throughout entire facility;
5. Fire or burglar alarm sounding;
6. Building Automation System or component in alarm;
7. Security issues such as unable to secure facility (i.e., facility cannot be locked, windows broken etc.);
8. Heating problems if temperature inside is below 65 degrees;
9. Air conditioning problems when applicable if temperature inside exceeds 90 degrees;
10. Hazardous material spills or leaks;
11. Major water leaks that cannot be contained by placing a container under the leak for a 24 hour period;
12. Sewer/drainage problems: Overflowing toilets, ruptured pipes, and sewer back-ups;
13. Exposed electrical wires;
14. Fire alarm or fire sprinkler problems;
15. Custodial "emergencies" (i.e. vomit on the floor, wet floor surfaces posing a slip hazard or an unsafe condition)
16. Snow or ice on sidewalks or at entrances; Pest Control (rodents, stinging insects, wildlife i.e. raccoons, opossums, cats, dogs or bats.);

## **Priority 2 - URGENT:**

Urgent work orders are unscheduled and reactive, and considered to pose a threat of personal injury, equipment damage, or serious disruption of service, but are not considered emergencies. These work requests are often performed without a work order first, due to their urgent nature. Urgent Work Orders may also include responses to safety deficiency and regulatory violations. These will be completed within one (1) to three (3) days, conditions permitting. Priority 2 Urgent Work Orders include, but are not limited to the following:

1. Water running continuously in a plumbing fixture;
2. Stopped up toilet or sink;
3. Minor roof leaks that require a bucket or other collection receptacle;
4. Unusual odors or foul smell;
5. Heating problems when **inside temperature is below 68 degrees** (for > 4 hours);
6. Air conditioning when applicable if **inside temperature is above 85 degrees** (for > 4 hours);
7. Bulbs burned out that impair the function of normal classroom or office activities;
8. Pest Control (ants, or other crawling and non-poisonous bugs.)
9. Nuisance conditions that do not require extensive work, but which, if not remedied, would reflect poorly on the facility (i.e., paint, graffiti, etc.);
10. Conditions that could become a safety or health hazard with future use or stress (loose handrail, loose door knob, damaged stair tread, cracked window or door glass).

**Priority 3 – PM or SCHEDULED:** PM or Scheduled maintenance work orders repeat on a predetermined basis according to a schedule and are designed to protect the district physical assets and provide a safe and comfortable environment. Additionally they help to comply with regulatory agency requirements and to ensure equipment reliability. **PM or Scheduled work orders will be given a higher priority over work orders for routine and most corrective maintenance tasks.** PM or Scheduled work orders should be completed within the calendar week in which they are scheduled. Priority 3 PM or Scheduled Work Orders include, but are not limited to, the following:

1. AHU and CUV filter changes;
2. Roof and roof drain inspection;
3. Boiler and heating equipment annual inspections;
4. EM lighting inspection;
5. Daily heating plant equipment inspection (In Season);
6. Water filter changes;
7. Groundskeeping activities;
8. Equipment inspection or surveys;
9. Lubrication of rotating equipment;
10. Exhaust and supply air fan inspections;
11. Custodial cleaning tasks;

#### **Priority 4 – ROUTINE or CORRECTIVE:**

Routine or corrective maintenance work orders are for requests that do not pose a threat to life, property or a serious disruption to the operation of District #95 facilities and do not require immediate corrective action.

**The majority of all work order requests are typically classified as a Priority #4.**

All routine or corrective work order requests are entered into the CMMS system and processed based on the order in which they are received. Repairs are normally done within a seven (7) to fourteen (14) days after being entered into the CMMS system depending upon the backlog of work activities. Routine or corrective work may be completed sooner however; availability of materials, budget constraints and unforeseen problems (weather, manpower, or HVAC issues) could delay completion.

**Jobs related to special events (i.e. setting up chairs, tables, etc.) require a minimum of three (3) working days advanced notice (which is strictly enforced) prior to the event date so that manpower can be scheduled and directed accordingly.** Priority 4 Routine or Corrective Work Orders include, but are not limited to, the following:

1. Scheduled custodial cleaning activities;
2. Special event set-up (includes technology equipment request);
3. Technology repair requests;
4. Hanging bulletin boards, white boards, pictures, bookshelves, blinds, etc;
5. Moving furniture, boxes, etc;
6. Repairs to desks or lunch tables;
7. Replacement/repair of ceiling tiles or light bulbs;
8. Drinking fountain repair or dripping faucets;
9. Internet or audio video cabling;
10. Exterior bulb/ballast replacement;
11. Carpet, tile repairs;
12. Office furniture repairs or assemble;
13. Installation of soap, paper towel dispensers;
14. Traffic or lunchroom duties.
15. Groundskeeping activities.

## **Priority 5 – PROJECT or CAPITAL:**

Project or capital work order requests are requests that are beyond the normal maintenance or repair designation and for repairs or improvements that have not been previously budgeted for. Project or capital work requests may also include work requests for skills sets and expertise that are beyond the capabilities of or not in the job description of our custodial staff.

Project or capital work is also of such magnitude and complexity that is more effective to develop a scope of work for the job, procure materials, schedule the work and then coordinate with our custodial staff and/or outside contractors/vendors. Deferred or seasonal PM work is also considered as a Priority 5 request or task.

For all Priority 5 project or capital work requests, scheduling will occur following funding approval by the administration and/or the BOE. Priority 5 work orders may not be accomplished due to manpower and/or funding limit actions, but if funded would normally be expected to be completed within 45 days.

Priority 5 Project or Capital work requests include, but are not limited to, the following:

1. New technology service or equipment;
2. New plumbing service or fixtures;
3. New electrical service, lighting fixtures or electrical appliances;
4. New or upgraded electrical service;
5. New black boards, white boards or maps.
6. New classroom furniture;
7. New flooring or carpeting;
8. Masonry or masonry repairs;
9. Efficiency enhancement equipment;
10. New or removal of ceilings, floors, walls or partitions;
11. New or upgraded H.V.A.C equipment;
12. Large scale painting;

## **Work Orders - Not To Be Used for Normal Communications:**

Work orders should not be used as a means for expressing compliments, or complaints, making supplies requests or a normal means of two-way communications.

Intra-departmental mail, email or telephone should be used to voice compliments, complaints, and opinions or to communicate requests for items other than work requests.